SYSTEMS AND METHODS FOR REMOTE ROLE-BASED
COLLABORATIVE ENVIRONMENT

ABSTRACT OF THE DISCLOSURE

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There is disclosed, for use in connection with a network that provides communications between customers generating service requests and vendors capable of electronically fulfilling the service requests, a system for monitoring, controlling, and

10 administering role-based work flows associated with the service requests. Work flows may be controlled and performed through role-based collaboration, allowing anonymity of vendors and customers and providing a template by which a generic work flow can be reapplied. The system comprises: a main controller for creating a

15 first work flow record used to control a first work flow associated with a first service request and for storing the first work flow record in a storage device associated with the main controller. The main controller also receives messages, data files, software applications, and documents from a first customer and a first

20 vendor associated with the first work flow, stores the messages, data files, software applications, and documents in the storage device, and transfers the messages, data files, software applications, and documents to the first customer and the first

vendor.   The system also comprises an accounting controller associated with the main controller that identifies fees associated with the first work flow and stores fee data associated with the fees in the first work flow record.